



COVID-19 Emergency Operations Center

Resource Request Workflow to Support Medical Sheltering Sites

Resource Request Process

Each Site Supervisor, Director, and/or Manager, as delegated by the Site Supervisor, will be responsible for assessing all food and supply needs for their assigned medical sheltering site. Depending on the nature of the resource request, the Site Supervisor, Director, and/or Manager will direct their resource request to the appropriate contact following the processes outlined in this document.

Food and Beverage Requests – Daily Process

Brilliant Corners is the lead organization in procuring food. As such, Brilliant Corners will supply up to three meals per day, including snacks and drinks, for the clients of each site.

Per Brilliant Corners, vegetarian and other dietary restrictions can be accommodated, but that information will need to be provided in the daily head count. Please note that frequency of food delivery depends on the caterer and will be communicated with the Site Supervisor, Director, or Manager in advance. Brilliant Corners requests that **security be alerted of the delivery schedule and catering company name in order to prevent delays once onsite.**

TABLE 1: Daily Food Delivery Procedure:

Time	Action	Who?
8 AM – 3 PM	Determine estimated head count for following day	Site Supervisor, Director, or Manager
By 3 PM	Send the following information to BC Procurement Lead (Katy Halasz - khalasz@brilliantcorners.org) and specific BC Site Lead (see Table 2): <ul style="list-style-type: none">- Estimated head count- Type and # of dietary restrictions	Site Supervisor, Director, or Manager
4 PM	BC updates caterer with information for following day	BC Site Lead



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TABLE 2: Brilliant Corners Site Leads:

BC Site Lead	Site(s)	Cell Number	Email
Austin Pritzkat	Pomona	(213) 476-9306	Pomona@brilliantcorners.org
Andrei Hluski	Dockweiler, El SegundoLAX	(415) 505-5036	Dockweiler@brilliantcorners.org EISegundo@brilliantcorners.org
Annalisa Bejarano	Mayfair, Sherman Oaks	(213) 343-7735	Mayfair@brilliantcorners.org Sherman@brilliantcorners.org
N/A	Bell Gardens	N/A	bellgardens@brilliantcorners.org

Non-Food (Supplies/Equipment/Services) Resource Requests

Each site's Site Supervisor, Director, and/or Manager, as delegated by the Site Supervisor, will be responsible for tracking current inventory at their sites. When supplies are low and need to be restocked, or when a new supply, equipment, or service needs to be procured, the site management will follow these steps:

1. Using the Medical Shelter Supply/Services Request Form, each site will be responsible for submitting up to two resource requests per day. Please work with the medical/health team in advance to determine their needs, as well as those for the entire operation/facility.
 - For information on using the Medical Shelter Supply/Services Request Form, please see the instruction sheets in your Site Management Binder.
2. The AM request will need to be received by the BC Site Lead via email (e.g., Sherman@brilliantcorners.org) by **06:00 AM**. **Please ensure that your EOC Lead (Bryan LaSota or Luis Valdez) is cc'd in every resource request email.**
3. The PM request will need to be received by the BC Site Lead via email (e.g., Sherman@brilliantcorners.org) by **02:00 PM**. **Please ensure that your EOC Lead (Bryan LaSota or Luis Valdez) is cc'd in every resource request email.**



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Per Brilliant Corners, it is best to forecast your site's needs a few days in advance – taking into consideration a 2-5-day timeline to receive most products. **Site Management should alert security that supplies may get delivered at any time.**

Daily Resource Request Reports from Brilliant Corners

In order to improve communication between Procurement agents and the individual sites, Brilliant Corners will be providing daily reports to each site regarding the status of their various requests.

After Hours Procedures for Resource Requests

Brilliant Corners hours of operation are Monday through Friday from 07:00 AM to 06:00 PM. During this time, each site's BC Lead will be the primary point of contact. Per Brilliant Corners, if you should have requests or questions outside of Brilliant Corner's normal operating hours, please follow these instructions:

- For All Non-Urgent Requests: Please email your request directly to your BC Site Lead and cc your EOC Lead (Bryan LaSota or Luis Valdez)
- For Urgent Requests: Reach out via email to all Brilliant Corner after hour leads listed below.

Brilliant Corners Site Leads:

Name	Role	Cell Number	Email
Katy Halasz	Procurement Lead	(213) 949-0440	KHalasz@brilliantcorners.org
Chris Contreras	Senior Director	(213) 840-1691	ccontreras@brilliantcorners.org
Danielle Wildkress	Chief Program Officer	(213) 278-7439	dwildkress@brilliantcorners.org